

Development Services Department Secret Shopper Program Telephone Call Feedback Form

Date and time of call:

Business you were conducting:

Name of employee assisting you:

Your Secret Shopper Number:

Areas/Divisions of the Department You Visited

<input type="checkbox"/>	Call Center Customer Service Counter (C of O)	<input type="checkbox"/>	One-Stop Counter (Residential Intake/Trade Permits)
<input type="checkbox"/>	Land Development Counter	<input type="checkbox"/>	Customer Assistance Team (Commercial Intake)
<input type="checkbox"/>	Plan Review	<input type="checkbox"/>	Subdivision Review
<input type="checkbox"/>	Public Works	<input type="checkbox"/>	Addressing/GIS
<input type="checkbox"/>	Environmental Review	<input type="checkbox"/>	Inspection
<input type="checkbox"/>	Master Development Plans	<input type="checkbox"/>	Historic Design and Preservation
<input type="checkbox"/>	Traffic Impact Analysis	<input type="checkbox"/>	SAWS

Telephone Calls

Yes

No

Your phone call was answered promptly (three rings, excluding voicemail)

The employee identified themselves by department or division and name

The employee used a friendly and professional tone

The employee clarified your request

If your call was transferred, the employee explained the reason they were transferring you

You were given the name and number of the person you were being transferred to

Your call was not transferred directly to voicemail (unless you requested or consented)

Voicemail

Yes

No

The greeting was easy to understand (clear and concise)

The recorded greeting gave you the person's name

Your call was returned within 24 hours

If you received a vacation or extended out-of-office greeting, you were given another employee's name and number for help with an issue requiring immediate assistance

Customer Service

Excellent

Good

Fair

Poor

Unacceptable

Staff response time

The number of rings before your call was answered

Staff members identified themselves

Professionalism and courteousness of the staff member

Knowledge of the person assisting you

You were asked if you needed additional assistance

Length of time you were placed on hold (if applicable)

Overall service you received

Additional Comments: